# Frequently Asked Questions about the "Your Voice Matters” survey Information for Patients and Families

## What is “Your Voice Matters”?

“Your Voice Matters” is:

* a set of questions that gives you the chance to share your thoughts about your most recent appointment with your cancer centre or hospital.
* a way for you to share how you feel about your care, so that improvements can be made for patients and caregivers locally, and across Ontario.

Ontario Health (Cancer Care Ontario) wants to know how you feel about your care so that we can make things better for all patients and caregivers at your local cancer centre or hospital and across Ontario.

## What questions will I be asked?

Many things can impact how you feel about your cancer care. “Your Voice Matters” will ask for your opinions about your experience when you:

* arrived at the centre, or started an appointment with your health care provider through telephone or video,
* met with your health care team,
* left the cancer centre or ended your telephone or video appointment.

You will be asked questions that relate to the type of appointment you had. If you went in person to the hospital, you will be asked questions that apply to being at the hospital. If you had a telephone or video appointment, you will be asked questions that apply to that type of appointment. Note: Telephone or video appointments are where patients and providers are not in the same room together. For a telephone appointment, your provider may call you or you may call them. For a video appointment, you will see and speak with your provider on the screen of your computer or other device.)

You will be able to share your thoughts about each of these steps, and how you feel about your care overall.

## Will my health care team know what I say?

Your answers to “Your Voice Matters” will be kept private and confidential. Your health care team will not know your answers and your answers will not impact your care.

## How will my answers be used to improve things for patients?

Your answers will be grouped with other patients who answer “Your Voice Matters” at the same hospital or cancer centre. The overall results from “Your Voice Matters” will help your local hospital or cancer centre, and Ontario Health (Cancer Care Ontario), to understand what is most important to patients and their caregivers about the care they receive. This helps us make changes or improvements for you and other patients across Ontario.

## Who is Ontario Health (Cancer Care Ontario)

Ontario Health is an agency created by the Government of Ontario with a mandate to connect and coordinate our province’s health care system in ways that have not been done before, to make sure that Ontarians receive the best possible care. For more information about Ontario Health (Cancer Care Ontario) please visit: [cancercare.on.ca](http://www.cancercare.on.ca) and [ontariohealth.ca](https://www.ontariohealth.ca/our-story)

## How is “Your Voice Matters” different from the symptom screening that I’m used to doing?

You may complete “Your Voice Matters” directly after completing your symptom screening, or you may be emailed a separate link to complete “Your Voice Matters”, without completing symptom screening first.

* “Your Voice Matters” asks about your experience with the cancer centre or hospital.
* The information you share in “Your Voice Matters” is not shared.
* The symptom screening questions tell your health care team about your symptoms.
* Your symptom screening is shared with your health care team.

## Who should complete “Your Voice Matters”?

* Adult patients in Ontario who are receiving cancer care (for example, getting cancer treatment or have had appointments about their cancer with a cancer doctor, nurse, social worker or others).
* Family, friends, and caregivers who are supporting a patient with their cancer appointments may complete the questions on behalf of a patient.

## How do I get started?

Each hospital is different, and you may be able to answer “Your Voice Matters” in different ways:

* At a kiosk in your cancer centre,
* On a tablet (for example, iPad), while you wait for your appointment,
* Using a link sent to your email using your personal computer or mobile device,
* Through your hospital’s patient portal,
* Ask a health care team member how “Your Voice Matters” is available at your hospital.

If you have regular appointments, you will only be asked to complete the questions every 30 days.

## How long does it take?

“Your Voice Matters” takes approximately 5 minutes to complete.

## Do I need to answer all the questions in “Your Voice Matters”?

You do not need to answer all the questions. If a question does not apply to you, you can select “not applicable”. If you are not sure of an answer, select “I’m not sure.”

## Where do I go to get more information about “Your Voice Matters”?

Please visit: [cancercare.on.ca/YourVoiceMatters](http://www.cancercare.on.ca/YourVoiceMatters) for the name and number of the person to contact at your cancer centre.

## What are some other ways I can share my experience?

Most cancer centres and hospitals have more ways to share your experience. If you have a specific concern you want to raise, please contact your hospital’s patient relations or patient experience office. You can also volunteer your time as a Patient Advisor or Lived Experience Advisor to the improve the patient experience at your local centre or with Ontario Health. To find out who to contact please email: [patientfamilyadvisors@cancercare.on.ca](mailto:patientfamilyadvisors@cancercare.on.ca)

# Thank you for making your voice matter!

# Need this information in an accessible format? 1-877-280-8538, TTY 1-800-855-0511 [info@ontariohealth.ca](mailto:info@ontariohealth.ca)